Service Components for COD

Service Domain	Service Type	Component	Component Description	New Component
Support Services	Search	Query		No
Support Services	Security Management	Verification		No
Support Services	Security Management	User Management		No
Digital Asset Services	Document Management	Document Imaging and OCR		No
Support Services	Security Management	Role / Privilege Management		No
Support Services	Security Management	Intrusion Detection		No
Support Services	Security Management	Identification and Authentication		No
Support Services	Security Management	Encryption		No
Support Services	Security Management	Digital Signature		No
Support Services	Security Management	Audit Trail Capture and Analysis		No
Support Services	Security Management	Access Control		No
Support Services	Communication	Real Time / Chat		No
Support Services	Collaboration	Email		No
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Back Office Services	Development and Integration	Software Development		No
Back Office Services	Development and Integration	Data Integration		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Development and Integration	Legacy Integration		No
Back Office Services	Data Management	Data Classification		No
Back Office Services	Data Management	Meta Data Management		No
Back Office Services	Data Management	Extraction and Transformation		No
Back Office Services	Data Management	Data Recovery		No
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Data Management	Data Exchange		No
Digital Asset Services	Records Management	Document Retirement		No
Digital Asset Services	Records Management	Record Linking / Association		No
Digital Asset Services	Knowledge Management	Categorization		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy		No
Digital Asset Services	Knowledge Management	Information Retrieval		No
Digital Asset Services	Document Management	Library / Storage		No
Digital Asset Services	Document Management	Indexing		No
Digital Asset Services	Document Management	Document Conversion		No

Service Components for COD (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Digital Asset Services	Document Management	Document Review and Approval		No
Digital Asset Services	Content Management	Tagging and Aggregation		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Content Management	Content Authoring		No
Business Management Services	Supply Chain Management	Invoice / Requisition Tracking and Approval		No
Business Management Services	Management of Process	Risk Management		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Investment Management	Strategic Planning & Mgmt		No
Business Management Services	Investment Management	Performance Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Customer Services	Customer Preferences	Profile Management		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Initiated Assistance	Scheduling		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Customer Services	Customer Initiated Assistance	Self-Service		No
Customer Services	Customer Initiated Assistance	Online Tutorials		No

Service Components for COD (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Customer Services	Customer Relationship Management	Call Center Management		No
Customer Services	Customer Relationship Management	Contact Management		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Relationship Management	Customer Analytics		No

Service Components for CPS

Service Domain	Service Type	Component	Component Description	New Component
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Back Office Services	Data Management	Loading and Archiving		No
Business Analytical Services	Reporting	OLAP		No
Back Office Services	Data Management	Data Classification		No
Back Office Services	Data Management	Extraction and Transformation		No
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Data Exchange		No
Back Office Services	Data Management	Data Mart		No
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Analysis and Statistics	Simulation		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Business Intelligence	Data Mining		No
Business Analytical Services	Visualization	Graphing / Charting		No
Business Management Services	Management of Process	Requirements Management		No
Business Analytical Services	Analysis and Statistics	Mathematical		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Business Analytical Services	Analysis and Statistics	Predictive		No

Service Components for CPS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Management of Process	Configuration Management		No
Process Automation Services	Tracking and Workflow	Conflict Resolution		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Call Center Management		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Initiated Assistance	Online Help		No
Customer Services	Customer Initiated Assistance	Self-Service		No

Service Components for CSB

Service Domain	Service Type	Component	Component Description	New Component
Support Services	Security Management	Access Control		No
Back Office Services	Human Capital / Workforce Management	Workforce Directory / Locator		No
Back Office Services	Human Capital / Workforce Management	Workforce Acquisition / Optimization		No
Back Office Services	Human Capital / Workforce Management	Contingent Workforce Management		No
Back Office Services	Human Capital / Workforce Management	Team / Org Management		No
Back Office Services	Financial Management	Expense Management		No
Back Office Services	Human Capital / Workforce Management	Skills Management		No
Back Office Services	Financial Management	Auditing		No

Service Components for CSB (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Back Office Services	Human Capital / Workforce Management	Resource Planning and Allocation		No
Back Office Services	Financial Management	Payment / Settlement		No
Back Office Services	Financial Management	Debt Collection		No
Back Office Services	Data Management	Extraction and Transformation		No
Back Office Services	Financial Management	Billing and Accounting		No
Digital Asset Services	Document Management	Indexing		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Meta Data Management		No
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Data Management	Data Exchange		No
Back Office Services	Data Management	Data Mart		No
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Management Services	Investment Management	Strategic Planning & Mgmt		No
Digital Asset Services	Document Management	Document Conversion		No
Digital Asset Services	Document Management	Document Review and Approval		No
Digital Asset Services	Document Management	Library / Storage		No
Digital Asset Services	Document Management	Document Revisions		No
Digital Asset Services	Document Management	Document Referencing		No
Business Management Services	Investment Management	Portfolio Management		No
Digital Asset Services	Document Management	Document Imaging and OCR		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Change Management		No

Service Components for CSB (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Customer Services	Customer Preferences	Subscriptions		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Customer Services	Customer Initiated Assistance	Self-Service		No
Customer Services	Customer Initiated Assistance	Online Help		No
Customer Services	Customer Preferences	Profile Management		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Relationship Management	Call Center Management		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Customer Services	Customer Relationship Management	Contact Management		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Customer Services	Customer Relationship Management	Customer Analytics		No
Support Services	Collaboration	Threaded Discussions		No
Support Services	Security Management	Encryption		No
Support Services	Search	Query		No
Support Services	Security Management	Role / Privilege Management		No
Support Services	Collaboration	Email		No

Service Components for DLSS

Service Domain	Service Type	Component	Component Description	New Component
Support Services	Security Management	Access Control		No
Back Office Services	Human Capital / Workforce Management	Workforce Acquisition / Optimization		No
Back Office Services	Human Capital / Workforce Management	Contingent Workforce Management		No
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Human Capital / Workforce Management	Skills Management		No
Back Office Services	Human Capital / Workforce Management	Team / Org Management		No
Back Office Services	Human Capital / Workforce Management	Workforce Directory / Locator		No
Back Office Services	Human Capital / Workforce Management	Resource Planning and Allocation		No
Back Office Services	Financial Management	Billing and Accounting		No
Back Office Services	Financial Management	Auditing		No
Back Office Services	Financial Management	Debt Collection		No
Back Office Services	Financial Management	Payment / Settlement		No
Back Office Services	Financial Management	Expense Management		No
Back Office Services	Data Management	Meta Data Management		No
Back Office Services	Data Management	Extraction and Transformation		No
Back Office Services	Data Management	Data Cleansing		No
Digital Asset Services	Document Management	Document Review and Approval		No
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Exchange		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Digital Asset Services	Document Management	Document Conversion		No
Digital Asset Services	Document Management	Indexing		No
Digital Asset Services	Document Management	Library / Storage		No
Business Management Services	Investment Management	Strategic Planning & Mgmt		No
Business Management Services	Investment Management	Portfolio Management		No
Digital Asset Services	Document Management	Document Revisions		No
Digital Asset Services	Document Management	Document Referencing		No
Digital Asset Services	Document Management	Document Imaging and OCR		No

Service Components for DLSS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Program / Project Management		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Requirements Management		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Business Management Services	Management of Process	Change Management		No
Customer Services	Customer Preferences	Profile Management		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Customer Services	Customer Initiated Assistance	Online Help		No
Customer Services	Customer Initiated Assistance	Self-Service		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Preferences	Subscriptions		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Support Services	Search	Query		No
Customer Services	Customer Relationship Management	Contact Management		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Customer Services	Customer Relationship Management	Customer Analytics		No
Customer Services	Customer Relationship Management	Call Center Management		No
Support Services	Security Management	Encryption		No
Support Services	Collaboration	Email		No

Service Components for DLSS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Support Services	Collaboration	Threaded Discussions		No
Support Services	Security Management	Role / Privilege Management		No

Service Components for DMCS

Service Domain	Service Type	Component	Component Description	New Component
Support Services	Collaboration	Email		No
Digital Asset Services	Document Management	Document Conversion		No
Back Office Services	Development and Integration	Data Integration		No
Back Office Services	Data Management	Loading and Archiving		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Development and Integration	Legacy Integration		No
Back Office Services	Financial Management	Debt Collection		No
Back Office Services	Financial Management	Payment / Settlement		No
Back Office Services	Financial Management	Billing and Accounting		No
Back Office Services	Data Management	Data Recovery		No
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Data Management	Data Exchange		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Digital Asset Services	Document Management	Document Referencing		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Digital Asset Services	Knowledge Management	Information Retrieval		No
Digital Asset Services	Document Management	Document Review and Approval		No
Digital Asset Services	Document Management	Library / Storage		No
Digital Asset Services	Document Management	Document Imaging and OCR		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Business Management Services	Management of Process	Quality Management		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Content Authoring		No

Service Components for DLSS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Supply Chain Management	Sourcing Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Configuration Management		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Process Automation Services	Tracking and Workflow	Conflict Resolution		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Support Services	Security Management	Identification and Authentication		No
Customer Services	Customer Relationship Management	Customer Analytics		No
Customer Services	Customer Relationship Management	Call Center Management		No
Support Services	Security Management	User Management		No
Support Services	Security Management	Encryption		No
Support Services	Security Management	Intrusion Detection		No
Support Services	Security Management	Access Control		No

Service Components for DS

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Management of Process	Quality Management		No
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Meta Data Management		No
Back Office Services	Data Management	Data Warehouse		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Digital Asset Services	Knowledge Management	Categorization		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Tagging and Aggregation		No
Customer Services	Customer Preferences	Personalization		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Program / Project Management		No
Digital Asset Services	Content Management	Content Authoring		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Preferences	Profile Management		No
Customer Services	Customer Preferences	Subscriptions		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Development and Integration	Legacy Integration		No
Back Office Services	Data Management	Data Exchange		No
Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy		No
Business Analytical Services	Reporting	Ad-Hoc		No
Digital Asset Services	Document Management	Library / Storage		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Investment Management	Strategic Planning & Mgmt		No

Service Components for EAI & ITA

Service Domain	Service Type	Component	Component Description	New Component
Back Office Services	Data Management	Data Exchange		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Support Services	Security Management	Encryption		No
Support Services	Systems Management	License Management		No
Customer Services	Customer Relationship Management	Surveys		No
Support Services	Security Management	Identification and Authentication		No
Support Services	Search	Query		No
Support Services	Search	Pattern Matching		No
Support Services	Communication	Community Management		No
Support Services	Collaboration	Email		No
Customer Services	Customer Relationship Management	Product Management		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Initiated Assistance	Reservations / Registration		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Business Management Services	Management of Process	Risk Management		No
Customer Services	Customer Initiated Assistance	Online Help		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Process Automation Services	Tracking and Workflow	Conflict Resolution		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy		No
Digital Asset Services	Knowledge Management	Information Retrieval		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Content Management	Tagging and Aggregation		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Content Authoring		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Analytical Services	Business Intelligence	Data Mining		No

Service Components for EAI & ITA (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Management of Process	Program / Project Management		No
Business Analytical Services	Visualization	Graphing / Charting		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Change Management		No
Business Analytical Services	Reporting	OLAP		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Reporting	Ad-Hoc		No
Back Office Services	Development and Integration	Data Integration		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Loading and Archiving		No
Back Office Services	Data Management	Meta Data Management		No
Back Office Services	Data Management	Extraction and Transformation		No
Back Office Services	Development and Integration	Legacy Integration		No
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Warehouse		No

Service Components for FMS

Service Domain	Service Type	Component	Component Description	New Component
Customer Services	Customer Relationship Management	Customer / Account Management		No
Back Office Services	Financial Management	Billing and Accounting		No
Back Office Services	Development and Integration	Data Integration		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Development and Integration	Legacy Integration		No
Back Office Services	Financial Management	Debt Collection		No
Back Office Services	Financial Management	Payment / Settlement		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Loading and Archiving		No
Back Office Services	Data Management	Extraction and Transformation		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Back Office Services	Data Management	Data Exchange		No

Service Components for FMS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Reporting	OLAP		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Quality Management		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No

Service Components for NSLDS

Service Domain	Service Type	Component	Component Description	New Component
Back Office Services	Development and Integration	Legacy Integration		No
Support Services	Security Management	Identification and Authentication		No
Customer Services	Customer Relationship Management	Customer Analytics		No
Back Office Services	Development and Integration	Software Development		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Development and Integration	Data Integration		No
Back Office Services	Development and Integration	Instrumentation and Testing		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Financial Management	Financial Reporting		No
Back Office Services	Financial Management	Revenue Management		No
Back Office Services	Data Management	Loading and Archiving		No
Back Office Services	Financial Management	Auditing		No
Back Office Services	Financial Management	Activity-Based Management		No
Back Office Services	Data Management	Extraction and Transformation		No
Business Analytical Services	Reporting	Standardized / Canned		No
Back Office Services	Data Management	Data Exchange		No
Back Office Services	Data Management	Data Warehouse		No
Back Office Services	Data Management	Meta Data Management		No
Business Analytical Services	Reporting	OLAP		No
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Classification		No

Service Components for NSLDS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Business Intelligence	Data Mining		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Analytical Services	Analysis and Statistics	Mathematical		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Digital Asset Services	Records Management	Document Retirement		No
Digital Asset Services	Knowledge Management	Knowledge Discovery		No
Digital Asset Services	Records Management	Record Linking / Association		No
Digital Asset Services	Knowledge Management	Knowledge Capture		No
Digital Asset Services	Knowledge Management	Knowledge Distribution and Delivery		No
Process Automation Services	Tracking and Workflow	Conflict Resolution		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy		No
Digital Asset Services	Knowledge Management	Information Retrieval		No
Digital Asset Services	Knowledge Management	Categorization		No
Business Management Services	Organizational Management	Network Management		No
Business Management Services	Organizational Management	Workgroup / Groupware		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Risk Management		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Change Management		No
Business Management Services	Management of Process	Configuration Management		No

Service Components for NSLDS (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Management of Process	Business Rule Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Customer Services	Customer Initiated Assistance	Multi-Lingual Support		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No
Customer Services	Customer Initiated Assistance	Self-Service		No
Support Services	Security Management	Access Control		No
Customer Services	Customer Initiated Assistance	Online Help		No
Customer Services	Customer Preferences	Profile Management		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Preferences	Personalization		No
Support Services	Communication	Community Management		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Customer Services	Customer Relationship Management	Call Center Management		No
Support Services	Communication	Event / News Management		No
Support Services	Search	Query		No
Support Services	Collaboration	Document Library		No
Support Services	Collaboration	Email		No
Support Services	Search	Pattern Matching		No
Support Services	Security Management	Encryption		No

Service Components for SAIG

Service Domain	Service Type	Component	Component Description	New Component
Digital Asset Services	Content Management	Content Authoring		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Business Analytical Services	Visualization	Graphing / Charting		No
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Analytical Services	Analysis and Statistics	Simulation		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Digital Asset Services	Document Management	Indexing		No
Digital Asset Services	Document Management	Document Review and Approval		No
Digital Asset Services	Document Management	Library / Storage		No
Digital Asset Services	Document Management	Document Referencing		No
Digital Asset Services	Document Management	Document Revisions		No
Digital Asset Services	Content Management	Content Review and Approval		No
Digital Asset Services	Content Management	Syndication Management		No
Digital Asset Services	Content Management	Content Publishing and Delivery		No
Digital Asset Services	Content Management	Tagging and Aggregation		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Program / Project Management		No
Customer Services	Customer Initiated Assistance	Online Help		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Change Management		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Preferences	Personalization		No
Customer Services	Customer Preferences	Profile Management		No
Customer Services	Customer Relationship Management	Surveys		No

Service Components for TPM

Service Domain	Service Type	Component	Component Description	New Component
Customer Services	Customer Relationship Management	Customer Analytics		No
Process Automation Services	Routing and Scheduling	Outbound Correspondence Management		No
Support Services	Security Management	Access Control		No
Support Services	Collaboration	Email		No
Support Services	Security Management	Role / Privilege Management		No
Support Services	Security Management	Encryption		No
Back Office Services	Development and Integration	Data Integration		No
Support Services	Security Management	Identification and Authentication		No
Back Office Services	Development and Integration	Enterprise Application Integration		No
Back Office Services	Development and Integration	Legacy Integration		No
Business Analytical Services	Business Intelligence	Data Mining		No
Back Office Services	Data Management	Loading and Archiving		No
Back Office Services	Data Management	Extraction and Transformation		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Data Exchange		No
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Reporting	Ad-Hoc		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Business Management Services	Management of Process	Quality Management		No
Business Management Services	Management of Process	Governance / Policy Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Configuration Management		No
Customer Services	Customer Initiated Assistance	Online Tutorials		No
Business Management Services	Management of Process	Change Management		No
Process Automation Services	Routing and Scheduling	Inbound Correspondence Management		No

Service Components for TPM (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Process Automation Services	Tracking and Workflow	Case / Issue Management		No
Customer Services	Customer Initiated Assistance	Assistance Request		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Initiated Assistance	Self-Service		No
Customer Services	Customer Relationship Management	Customer / Account Management		No
Customer Services	Customer Initiated Assistance	Online Help		No
Customer Services	Customer Relationship Management	Partner Relationship Management		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Relationship Management	Contact Management		No

Service Components for VDC

Service Domain	Service Type	Component	Component Description	New Component
Customer Services	Customer Relationship Management	Call Center Management		No
Back Office Services	Assets / Materials Management	Asset Cataloging / Identification		No
Support Services	Security Management	Role / Privilege Management		No
Support Services	Security Management	Access Control		No
Support Services	Security Management	User Management		No
Support Services	Security Management	Digital Signature		No
Support Services	Security Management	Verification		No
Support Services	Security Management	Intrusion Detection		No
Support Services	Security Management	Encryption		No
Back Office Services	Human Capital / Workforce Management	Skills Management		No
Support Services	Security Management	Identification and Authentication		No
Back Office Services	Human Capital / Workforce Management	Team / Org Management		No
Back Office Services	Human Capital / Workforce Management	Resource Planning and Allocation		No
Back Office Services	Assets / Materials Management	Asset Transfer, Allocation, and Maintenance		No

Service Components for VDC (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Investment Management	Performance Management		No
Back Office Services	Data Management	Loading and Archiving		No
Business Analytical Services	Reporting	Ad-Hoc		No
Back Office Services	Data Management	Extraction and Transformation		No
Back Office Services	Data Management	Data Cleansing		No
Back Office Services	Data Management	Data Mart		No
Back Office Services	Data Management	Data Exchange		No
Business Analytical Services	Reporting	Standardized / Canned		No
Business Analytical Services	Visualization	CAD		No
Business Analytical Services	Business Intelligence	Decision Support and Planning		No
Business Analytical Services	Business Intelligence	Balanced Scorecard		No
Business Analytical Services	Business Intelligence	Demand Forecasting / Mgmt		No
Business Analytical Services	Visualization	Graphing / Charting		No
Business Analytical Services	Visualization	Imagery		No
Business Analytical Services	Analysis and Statistics	Mathematical		No
Business Analytical Services	Analysis and Statistics	Predictive		No
Business Analytical Services	Analysis and Statistics	Simulation		No
Digital Asset Services	Knowledge Management	Information Sharing		No
Business Analytical Services	Analysis and Statistics	Modeling		No
Digital Asset Services	Knowledge Management	Information Mapping / Taxonomy		No
Digital Asset Services	Knowledge Management	Information Retrieval		No
Digital Asset Services	Document Management	Indexing		No
Business Management Services	Supply Chain Management	Ordering / Purchasing		No
Digital Asset Services	Document Management	Library / Storage		No
Digital Asset Services	Document Management	Document Referencing		No
Digital Asset Services	Document Management	Document Imaging and OCR		No
Business Management Services	Management of Process	Quality Management		No
Customer Services	Customer Relationship Management	Product Management		No
Business Management Services	Investment Management	Portfolio Management		No
Business Management Services	Investment Management	Strategic Planning & Mgmt		No

Service Components for VDC (Continued)

Service Domain	Service Type	Component	Component Description	New Component
Business Management Services	Organizational Management	Network Management		No
Business Management Services	Management of Process	Requirements Management		No
Business Management Services	Management of Process	Program / Project Management		No
Business Management Services	Management of Process	Configuration Management		No
Business Management Services	Management of Process	Change Management		No
Customer Services	Customer Preferences	Alerts and Notifications		No
Process Automation Services	Tracking and Workflow	Process Tracking		No
Customer Services	Customer Relationship Management	Customer Feedback		No
Customer Services	Customer Relationship Management	Surveys		No
Customer Services	Customer Relationship Management	Customer / Account Management		No